

# SUPPORTEDGE CUSTOMER SUCCESS: BASIC



## Get affordable peace-of-mind support for your non-production environments.

Empowering your team with enhanced self-service tools provides them with the autonomy and flexibility to resolve their own issues efficiently, reducing dependency on external support and enabling faster problem resolution. This not only saves valuable time, but also empowers employees to take ownership of their tasks and boosts productivity. Cost-effective support for non-critical systems enables your organization to allocate resources optimally, allowing prioritization of critical systems while still providing reliable assistance for urgent matters.

With digital-first solutions for issue resolution, you can benefit from streamlined processes and improved overall efficiency. Self-service support for cost-conscious issue resolution enables you to keep expenses in check while also having the means to resolve issues independently.

A comprehensive bank of digital tools and resources equips you with a wealth of knowledge and self-help options, enabling you to find solutions independently and empowering you to make informed decisions.

Affordable peace-of-mind support for non-production environments provides you with access to reliable support without incurring excessive costs, allowing you to focus on your core business activities.

The following chart describes the features and value of NetApp® SupportEdge Basic. For complete details and features included with each SupportEdge Services offering, please see the [SupportEdge Basic service description](#).

SupportEdge Basic feature	Description
Customer Success via digital onboarding	Digital onboarding will be available to all Basic customers on a self-service basis. This enables customers to efficiently utilize the tools and processes available to them with their Basic contract.
Global technical support	Our team of highly skilled engineers and cutting-edge tools offer global technical support resources to our Basic contract customers. Customers can effortlessly open cases via BlueXP, chat, web, or phone and take advantage of our two-hour response objective for P1 cases. By prioritizing customer needs and infrastructure, our support team enhances efficiency which can result in quicker issue resolution overall. Leveraging advanced AI, our tools provide proactive and preemptive information from our comprehensive digital repository of knowledge. This empowers customers to optimize productivity effectively, enabling them to make the most of their resources.
Flat and predictable pricing <sup>1</sup>	Flat and predictable pricing offers several benefits to customers, which contribute to customer value: transparency, clarity, and the ability to budget and plan. Predictable pricing increases customer satisfaction by reducing unexpected costs. Flat and predictable pricing means that consistent support rates will apply to eligible systems so that there are predictable prices at each support renewal. For more information on terms and conditions that may apply, see the SupportEdge Customer Reference Guide. Contact your NetApp account representative or partner for more details.
NetApp BlueXP™ Digital Advisor (powered by NetApp Active IQ®) <sup>2</sup>	NetApp BlueXP provides advanced data management capabilities, seamless cloud integration, efficient resource utilization, cost reduction, enhanced data security, and the freedom to focus on innovation. By leveraging BlueXP capabilities, organizations can optimize their data infrastructure, reduce costs, and ultimately achieve higher levels of productivity and agility. BlueXP can help customers employ data analytics to proactively identify and alert about potential issues, and provide actionable insights to address them before they escalate into problems. It also offers prescriptive recommendations and guided remediation to improve system health. Additionally, BlueXP facilitates user and data activity auditing, anomaly detection, and appropriate actions.
Proactive quality risk management	Proactive quality risk management (PQRM) focuses on identifying and addressing potential quality risks before they occur, rather than reacting to issues after they have already happened. Customers can realize higher product quality, safety, timely issue resolution, consistent performance, improved communication, and long-term cost savings. PQRM demonstrates NetApp's commitment to customer satisfaction and an effort to build customer loyalty.
Replacement parts delivery and optional installation service	<p>NetApp prioritizes timely spare parts delivery and efficient parts logistics to provide exceptional customer value. By promptly delivering the required components, NetApp minimizes equipment downtime, promoting customer satisfaction and enhancing the overall customer experience. Available options in SupportEdge Basic include Next Business Day parts delivery and optional Next Business Day parts replacement only.</p> <p><b>Note:</b> Replacement parts will be shipped to customer locations for next local business day arrival. Local shipment cutoff times, customs, or other logistics factors such as size and weight may affect target response objective. Upgrades are not available in all locations.</p>
Software support	Customers get access to the software download center where they can access patches, features, security updates, and vital software updates for NetApp software they have purchased. This results in enhanced security as well as system stability and reliability.

<sup>1</sup> NetApp offers flat and predictable pricing only for the party purchasing directly from NetApp, whether that is the end customer, distributor, or reseller partner. Flat and predictable pricing (i) is subject to increases for annual inflation (as measured by the Producer Price Index); (ii) does not include replicating any one-time promotional discounts or deal discounts upon renewal; (iii) third-party branded products that NetApp supports may be subject to additional passthrough increases imposed by third-party vendors.

<sup>2</sup> Active IQ Digital Advisor requires AutoSupport® to be turned on. Full Active IQ capabilities are available only with active SupportEdge Advisor or SupportEdge Expert contracts.



Contact Us

#### About NetApp

NetApp is the intelligent data infrastructure company, combining unified data storage, integrated data services, and CloudOps solutions to turn a world of disruption into opportunity for every customer. NetApp creates silo-free infrastructure, harnessing observability and AI to enable the industry's best data management. As the only enterprise-grade storage service natively embedded in the world's biggest clouds, our data storage delivers seamless flexibility. In addition, our data services create a data advantage through superior cyber resilience, governance, and application agility. Our CloudOps solutions provide continuous optimization of performance and efficiency through observability and AI. No matter the data type, workload, or environment, with NetApp you can transform your data infrastructure to realize your business possibilities. [www.netapp.com](https://www.netapp.com)



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